



For Immediate Release

# AAC Utility Partners to assist Citizens Energy Group with Project Management Services for Oracle C2M Implementation

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**Citizens Energy Group** (Citizens) is a broad-based utility service company that provides natural gas, water, wastewater, and thermal energy services to about 800,000 people and thousands of businesses in the Indianapolis area. Citizens implemented a commercial off-the-shelf Customer Information System (CIS) in the late 90's and had continually modified the system to meet its business and customer needs. Due to an aging technology platform and the desire to continue delivering excellent customer service to its customers, Citizens selected AAC Utility Partners (AAC) to lead them in the assessment of their business to determine if they should maintain, upgrade or replace their current CIS. Utilizing their NavigateOne methodology, AAC led Citizens through an assessment of their business, functional and technical requirements, including an assessment of their staffing and project risks, and provided a Needs Assessment Report and Presentation to Citizens management.

Utilizing the NavigateOne Assessment Report and Recommendation as input to their strategic plan, Citizens decided to replace their current CIS. Based on the quality of the Needs Assessment engagement, Citizens contracted with AAC again to lead their evaluation and selection of a new CIS and systems integrator. "The Citizens core team and management were very impressed with AAC's approach to our project. The NavigateOne methodology was comprehensive and brought industry best practices to assist Citizens in understanding our needs as well as where we could make improvements for our customers," said Jeff Ford, Director of Billing and Customer Service. "Based on the success of the CIS Assessment engagement, we were very confident that AAC was the right company to lead our selection process," continued Ford.

Leveraging all of the work product from the assessment phase, AAC led Citizens through the CIS vendor/systems integrator selection process from RFP development through contract negotiations. After a thorough analysis, scoring and vetting by the Citizens core team, the recommendation was made to enter into negotiations with Oracle for the CIS software and Infosys to provide system integration services. "One of the primary reasons we preferred AAC over other consulting firms is their focus on the implementation project," stated Curtis Popp, Vice President of Customer Operations. "As the Statement of Work is the foundation for a successful project, AAC has developed the NavigateOne Statement of Work to ensure its client's interests are protected for their projects. AAC provided the leadership in developing and negotiating the NavigateOne Statement of Work, and we feel confident in the agreements we have reached with our partners," Curtis continued.

Citizens has contracted with AAC to provide Project Management Services to serve as the Project Manager, assisting the Citizens project team in managing the project. "As a project focused company, AAC has a formal methodology and tools, professional project-specific leadership consultants and the industry experience we were looking for in a firm to help guide our project team," stated Curtis Popp. "We have three great partners and are anticipating a very successful project, Curtis concluded.

**AAC Utility Partners, LLC** provides consulting services exclusively to utilities for the transformation of mission critical systems. AAC is a vendor-independent consulting firm providing services for utilities mission critical systems. AAC assists clients in the areas of Strategy, Selection, Cloud Adoption, and Project Implementation Leadership Services (utility-side only). AAC is the leading independent Cloud consulting firm focused on utility industry specific applications and business process services.

**Citizens Energy Group** provides safe and reliable utility services to about 800,000 people in the Indianapolis area. Citizens operates its utilities only for the benefit of customers and the community. Additional information is available online at [www.CitizensEnergyGroup.com](http://www.CitizensEnergyGroup.com) - Facebook - Twitter - YouTube